“To-Be” Gap Analysis
Implementation Steps

1. Gap Identification: BRDM Gap Number 3: Beneficiary Access to their Account / Asset Information

2. Implementation Steps:
    a. Step 1: Identify and assemble integrated trust data to be accessed by the beneficiaries.
    b. Step 2: Identify criteria for locating information kiosk, i.e., integrated servicing offices with large quantity of monthly requests, Agencies without a trust officers, Tribal buildings, etc.
    c. Step 3: Determine how to pilot test the benefits and measure efficiency of kiosks in locations with the highest number of requests.
    d. Step 4: Determine required number of pilot kiosks and contract for their acquisition, installation and security.
    e. Step 5: Assemble infrastructure (network, hardware and software) required to allow beneficiaries to automatically and rapidly retrieve their account / asset information from the integrated trust data. Kiosk and Internet access must be real time.
    f. Step 6: Construct a secure access to the integrated trust data.
    g. Step 7: Review and amend Policies, Procedures and Regulations to allow beneficiaries access to their own account / asset information.
    h. Step 8: Perform risk assessment on allowing beneficiaries access to their own account / asset information.
    i. Step 9: Identify beneficiary query needs (i.e., identify the most frequently requested information by beneficiaries). Review summary statistics from the tracking system and information that appears on the Asset Statements.
    j. Step 10: Identify the query information that the beneficiary will need to enter to retrieve desired information. (Access will not allow beneficiary related data entry or update.) Required input information can be contained in pull down windows.
    k. Step 11: Develop beneficiary access process including development of access screens.
    l. Step 12: Issue Personal Identification Number (PIN) to beneficiaries. Ensure beneficiary personal information required to authenticate identity is in an automated format.
    m. Step 13: Set up the ability for a beneficiary to query integrated data and automatically and rapidly produce a report on an interactive, real time, basis.
    n. Step 14: Develop a primary interface option that includes pre-formatted custom query menus for the most frequently requested asset information (i.e., account balance, summary of assets, allotment number, allotment location, etc.). Begin by customizing the user interface query screens already developed so that Integrated Servicing Office staff can access the integrated data.
    o. Step 15: Develop a secondary interface option which allows a beneficiary to make broad or specific queries.
    p. Step 16: Develop reporting options that include screen display of report / response or hardcopy report / response. If tabular information is requested it must be self explanatory.

q. Step 17: Develop and implement on-line help.
r. Step 18: Provide an ability to automatically notify the appropriate Integrated Servicing Office when a beneficiary needs to update their personal information.
s. Step 19: Test Internet access.
t. Step 20: Advertise the availability of Internet and kiosk access capability.
u. Step 21: Prepare easy to understand instructions for use of Internet access and kiosk use.
v. Step 22: Enable Internet access.
w. Step 23: Test and install information kiosks in pilot locations. Have attendant available to answer hands on questions.
x. Step 24: After a specified amount of time, measure whether or not the kiosk helped relieve some of the beneficiary interface from the Integrated Servicing Office.
y. Step 25: Make plans to implement additional kiosks, if the pilot was successful.

3. Dependencies on Business Processes:

Business Process Name	Process Name (As specified in "To-Be" Model)	Dependency Description
BRDM		
Predecessors	1. None	
Successors	1. None	
FO		
Predecessors	1. None	
Successors	1. None	
LNRP – Wide Area Plan		
Predecessors	1. None	
Successors	1. None	
LNRP - Appraisals		
Predecessors	1. None	
Successors	1. None	
LNRUM		

Business Process Name	Process Name (As specified in "To-Be" Model)	Dependency Description
Predecessors	1. None	
Successors	1. None	
Ownership – Title		
Predecessors	1. None	
Successors	1. None	
Ownership – Probate		
Predecessors	1. None	
Successors	1. None	
Ownership - Conveyance		
Predecessors	1. None	
Successors	1. None	
Ownership - Survey		
Predecessors	1. None	
Successors	1. None	

4. Dependencies on Universal Support Functions:

Universal Support Function	Dependency Description
Automated System Requirements	1. Internet accessible by beneficiaries. 2. Design beneficiary interface to the Internet and kiosk. 3. Integrated Trust Data: Provide secure access to accurate beneficiary, financial, ownership, land and natural resources information to address beneficiary's request. 4. Infrastructure network: Provide sufficient network capabilities to support accessing the integrated trust data via the Internet. 5. Provide a capability for beneficiaries to access their trust related data via a kiosk.

Universal Support Function	Dependency Description
	6. Assignment of Personal Identification Numbers. 7. Develop on-line help capability.
Policies, Procedures and Regulations	1. Review and amend policies and procedures to allow beneficiaries access to their trust related data via the Internet and kiosk.
Training	1. Training on use of Internet and kiosk.
Records Management	1. Storage of Internet electronic records
Risk Assessment	1. Risk associated with beneficiaries accessing their trust related asset data.
Workforce Planning	1. None
Internal Controls / Fiduciary Security	1. None